

## CLAIM AMENDMENTS

1 1. (Previously presented) A method for defining a service level agreement, wherein  
2 the service level agreement defines for a particular network a level of service that  
3 has been offered to a customer by a service provider and agreed to by the  
4 customer, the method comprising the computer-implemented steps of:  
5 creating a schema that provides a set of rules for defining both the contents of  
6 service level agreements and how to organize the contents of service level  
7 agreements;  
8 receiving first information defining the service level agreement, wherein said  
9 information defines one or more tests for monitoring the level of service  
10 that has been offered to the customer;  
11 verifying that the information defining the service level agreement conforms to  
12 the set of rules in said schema;  
13 receiving second information defining a service level contract associated with the  
14 service level agreement, wherein said second information defines apply  
15 times for performing the one or more tests; and  
16 verifying that said first information defining the service level agreement and said  
17 second information defining the service level contract conform with the  
18 level of service that has been offered to the customer by the service  
19 provider by performing:  
20 if said information defining the service level agreement conforms to the set of  
21 rules in said schema, then distributing the one or more tests to one or more  
22 agents that are configured to communicate with devices that are associated  
23 with the particular network; receiving result information based on the  
24 devices or agents performing the one or more tests; and creating and  
25 storing reporting information that identifies one or more exceptions  
26 between the level of service that has been offered and the result  
27 information.

1 2. (Canceled)

- 1 3. (Original) The method recited in claim 1, wherein the step of creating a schema  
2 includes the step of generating a schema based on Extensible Markup Language  
3 (XML), wherein the schema provides a template for defining service level  
4 agreements.
- 1 4. (Original) The method recited in claim 1, further comprising the steps of:  
2 generating, at a server, interface data for defining service level agreements; and  
3 communicating the interface data to a client that is remote from said server,  
4 wherein the interface data allows users to define tests for monitoring the  
5 level of service that is being provided by the service provider.
- 1 5. (Previously Presented) The method recited in claim 1, further comprising the step  
2 of verifying that the particular network includes one or more devices that may be  
3 configured to perform the one or more tests.
- 1 6. (Currently amended) A computer readable storage medium carrying sequences of  
2 instructions for defining a service level agreement, ~~wherein the service level~~  
3 ~~agreement defines for a particular network a level of service that has been offered~~  
4 ~~to a customer by a service provider and agreed to by the customer~~, the sequences  
5 of instructions including instructions ~~for performing the steps of which when~~  
6 executed by one or more processors cause the one or more processors to perform:  
7 creating a schema that provides a set of rules for defining both the contents of  
8 service level agreements and how to organize the contents of service level  
9 agreements;  
10 receiving first information defining the service level agreement, wherein said  
11 information defines one or more tests for monitoring the level of service  
12 that has been offered to the customer, wherein the service level agreement  
13 defines for a particular network a level of service that has been offered to a  
14 customer by a service provider and agreed to by the customer;

15        verifying that the information defining the service level agreement conforms to  
16            the set of rules in said schema;  
17        receiving second information defining a service level contract associated with the  
18            service level agreement, wherein said second information defines apply  
19            times for performing the one or more tests by performing:  
20        verifying that said first information defining the service level agreement and said  
21            second information defining the service level contract conform with the  
22            level of service that has been offered to the customer by the service  
23            provider by performing:  
24        if said information defining the service level agreement conforms to the set of  
25            rules in said schema, then distributing the one or more tests to one or more  
26            agents that are configured to communicate with devices that are associated  
27            with the particular network; receiving result information based on the  
28            devices or agents performing the one or more tests; and creating and  
29            storing reporting information that identifies one or more exceptions  
30            between the level of service that has been offered and the result  
31            information.

1        7.        (Canceled)

1        8.        (Original) The computer readable medium recited in claim 6, wherein the step of  
2            creating a schema includes the step of generating a schema based on Extensible  
3            Markup Language (XML), wherein the schema provides a template for defining  
4            service level agreements.

1        9.        (Original) The computer readable medium recited in claim 6, further comprising  
2            instructions for performing the steps of:  
3            generating, at a server, interface data for defining service level agreements; and  
4            communicating the interface data to a client that is remote from said server,  
5            wherein the interface data allows users to define tests for monitoring the  
6            level of service that is being provided by the service provider.

1     10.     (Previously presented) A network device configured for defining a service level  
2           agreement that defines for a particular network a level of service that has been  
3           offered to a customer by a service provider and agreed to by the customer,  
4           comprising:  
5           a network interface;  
6           a processor coupled to the network interface and receiving information from the  
7           network interface;  
8           a computer-readable medium accessible by the processor and comprising one or  
9           more sequences of instructions which, when executed by the processor,  
10          cause the processor to carry out the steps of:  
11          creating a schema that provides a set of rules for defining both the contents  
12           of service level agreements and how to organize the contents of  
13           service level agreements;  
14          receiving first information defining the service level agreement, wherein  
15           said information defines one or more tests for monitoring the level  
16           of service that has been offered to the customer;  
17          verifying that the information defining the service level agreement  
18           conforms to the set of rules in said schema;  
19          receiving second information defining a service level contract associated  
20           with the service level agreement, wherein said second information  
21           defines apply times for performing the one or more tests by  
22           performing:  
23          verifying that said first information defining the service level agreement  
24           and said second information defining the service level contract  
25           conform with the level of service that has been offered to the  
26           customer by the service provider by performing:  
27          if said information defining the service level agreement conforms to the set of  
28           rules in said schema, then distributing the one or more tests to one or more  
29           agents that are configured to communicate with devices that are associated  
30           with the particular network; receiving result information based on the

31 devices or agents performing the one or more tests; and creating and  
32 storing reporting information that identifies one or more exceptions  
33 between the level of service that has been offered and the result  
34 information.

1 11. (Previously presented) A network device configured for defining a service level  
2 agreement that defines for a particular network a level of service that has been  
3 offered to a customer by a service provider and agreed to by the customer,  
4 comprising:  
5 means for creating a schema that provides a set of rules for defining both the  
6 contents of service level agreements and how to organize the contents of  
7 service level agreements;  
8 means for receiving first information defining the service level agreement,  
9 wherein said information defines one or more tests for monitoring the  
10 level of service that has been offered to the customer;  
11 means for verifying that the information defining the service level agreement  
12 conforms to the set of rules in said schema;  
13 means for receiving second information defining a service level contract  
14 associated with the service level agreement, wherein said second  
15 information defines apply times for performing the one or more tests by  
16 performing;  
17 means for verifying that said first information defining the service level agreement  
18 and said second information defining the service level contract conform  
19 with the level of service that has been offered to the customer by the  
20 service provider by:  
21 means operative when said information defining the service level agreement  
22 conforms to the set of rules in said schema for distributing the one or more  
23 tests to one or more agents that are configured to communicate with  
24 devices that are associated with the particular network; receiving result  
25 information based on the devices or agents performing the one or more  
26 tests; and creating and storing reporting information that identifies one or

27 more exceptions between the level of service that has been offered and the  
28 result information.

1 12.-21. (Cancelled)

1 22. (Previously Presented) The method recited in claim 1, further comprising the steps  
2 of:  
3 storing information that defines the level of service that has been guaranteed to the  
4 customer by the service provider;  
5 wherein the one or more tests are one or more metric tests, and the step of  
6 receiving information defining the service level agreement comprises:  
7 receiving through a standardized open interface metric parameter  
8 information that defines the one or more metric tests that are to be  
9 used to verify that the customer is receiving the level of service  
10 that has been guaranteed by the service provider; and  
11 verifying that based on the metric parameter information, the one or more  
12 metric tests will provide an appropriate set of tests for measuring  
13 the level of service that is being provided to the customer by the  
14 service provider.

1 23. (Original) The method recited in claim 22, wherein the step of verifying the one  
2 or more metric tests includes the step of verifying that the one or more metric tests  
3 conform to a standard of testing that has been approved by the service provider.

1 24. (Cancelled)

1 25. (Previously Presented) The computer readable medium recited in claim 6, further  
2 comprising instructions for performing the step of verifying that the particular  
3 network includes one or more devices that may be configured to perform the one  
4 or more tests.

1 26. (Canceled)

- 1 27. (Previously Presented) The network device recited in claim 10, wherein the  
2 instructions for creating a schema includes instructions for generating a schema  
3 based on Extensible Markup Language (XML), wherein the schema provides a  
4 template for defining service level agreements.
- 1 28. (Previously Presented) The network device recited in claim 10, wherein the  
2 computer-readable medium further comprises instruction for performing the steps  
3 of:  
4 generating, at a server, interface data for defining service level agreements; and  
5 communicating the interface data to a client that is remote from said server,  
6 wherein the interface data allows users to define tests for monitoring the  
7 level of service that is being provided by the service provider.
- 1 29. (Previously Presented) The network device recited in claim 10, wherein the  
2 computer-readable medium further comprises instruction for performing the step  
3 of verifying that the particular network includes one or more devices that may be  
4 configured to perform the one or more tests.
- 1 30. (Canceled)
- 1 31. (Previously Presented) The network device recited in claim 11, wherein the  
2 means for creating a schema includes means for generating a schema based on  
3 Extensible Markup Language (XML), wherein the schema provides a template for  
4 defining service level agreements.
- 1 32. (Previously Presented) The network device recited in claim 11, further  
2 comprising:  
3 means for generating, at a server, interface data for defining service level  
4 agreements; and

5 means for communicating the interface data to a client that is remote from said  
6 server, wherein the interface data allows users to define tests for  
7 monitoring the level of service that is being provided by the service  
8 provider.

1 33. (Previously Presented) The network device recited in claim 11, further  
2 comprising means for verifying that the particular network includes one or more  
3 devices that may be configured to perform the one or more tests.

1 34.-35. (Cancelled)

1 36. (Previously Presented) The computer readable medium recited in claim 6, further  
2 comprising instructions for performing the steps of:  
3 storing information that defines the level of service that has been guaranteed to the  
4 customer by the service provider;  
5 wherein the one or more tests are one or more metric tests, and the step of  
6 receiving information defining the service level agreement comprises:  
7 receiving through a standardized open interface metric parameter  
8 information that defines the one or more metric tests that are to be  
9 used to verify that the customer is receiving the level of service  
10 that has been guaranteed by the service provider; and  
11 verifying that based on the metric parameter information, the one or more  
12 metric tests will provide an appropriate set of tests for measuring  
13 the level of service that is being provided to the customer by the  
14 service provider.

1 37. (Previously Presented) The computer readable medium recited in claim 36,  
2 wherein the step of verifying the one or more metric tests includes the step of  
3 verifying that the one or more metric tests conform to a standard of testing that  
4 has been approved by the service provider.

1 38. (Cancelled)



1 39. (Previously Presented) The network device recited in claim 10, wherein the  
2 computer-readable medium further comprises instructions for performing the  
3 steps of:  
4 storing information that defines the level of service that has been guaranteed to the  
5 customer by the service provider;  
6 wherein the one or more tests are one or more metric tests, and the instructions for  
7 receiving information defining the service level agreement includes  
8 instructions for:  
9 receiving through a standardized open interface metric parameter  
10 information that defines the one or more metric tests that are to be  
11 used to verify that the customer is receiving the level of service  
12 that has been guaranteed by the service provider; and  
13 verifying that based on the metric parameter information, the one or more  
14 metric tests will provide an appropriate set of tests for measuring  
15 the level of service that is being provided to the customer by the  
16 service provider.

1 40. (Previously Presented) The network device recited in claim 39, wherein the  
2 instructions for verifying the one or more metric tests includes instructions for  
3 verifying that the one or more metric tests conform to a standard of testing that  
4 has been approved by the service provider.

1 41. (Cancelled)

1 42. (Previously Presented) The network device recited in claim 11, further  
2 comprising:  
3 means for storing information that defines the level of service that has been  
4 guaranteed to the customer by the service provider;  
5 wherein the one or more tests are one or more metric tests, and the means for  
6 receiving information defining the service level agreement comprises:

7 means for receiving through a standardized open interface metric  
8 parameter information that defines the one or more metric tests that  
9 are to be used to verify that the customer is receiving the level of  
10 service that has been guaranteed by the service provider; and  
11 means for verifying that based on the metric parameter information, the  
12 one or more metric tests will provide an appropriate set of tests for  
13 measuring the level of service that is being provided to the  
14 customer by the service provider.

1 43. (Previously Presented) The network device recited in claim 11, wherein the  
2 means for verifying the one or more metric tests includes means for verifying that  
3 the one or more metric tests conform to a standard of testing that has been  
4 approved by the service provider.

1 44. (Cancelled)